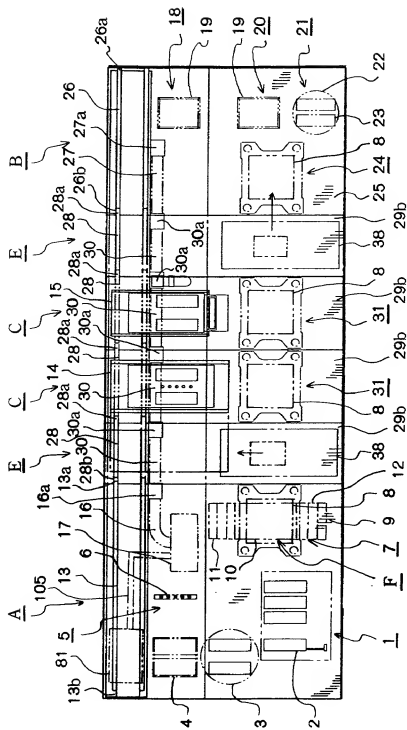


FIG. 5



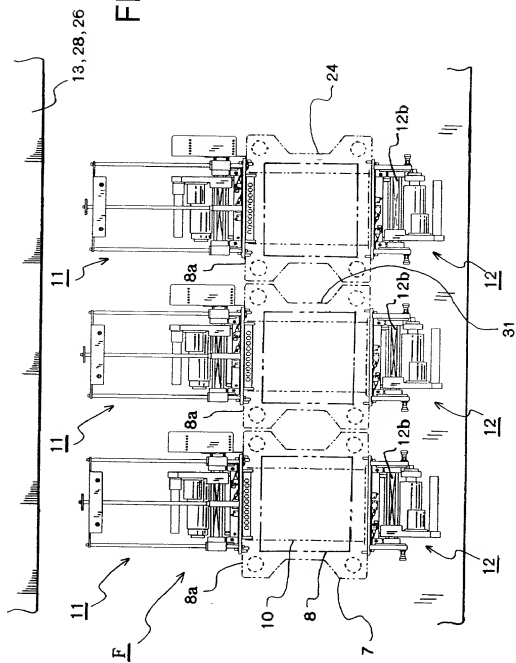
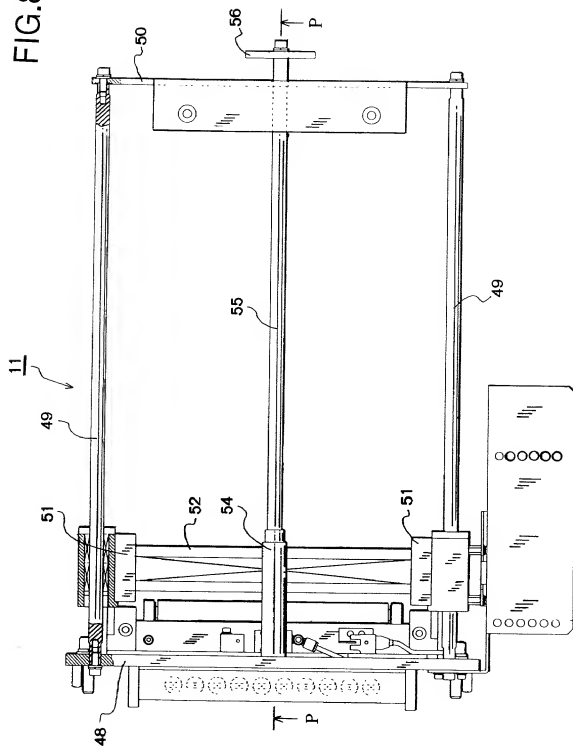


FIG. 6

FIG. 8



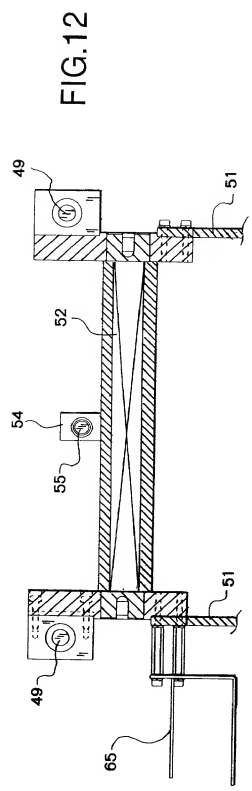
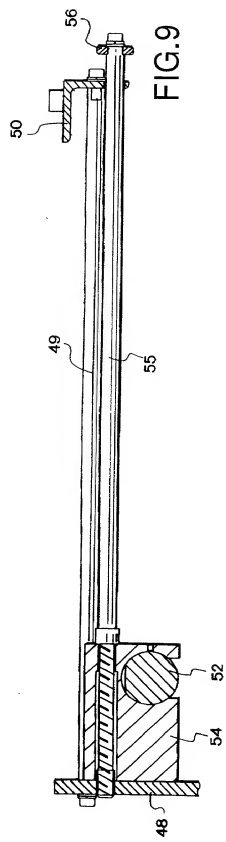


FIG. 10

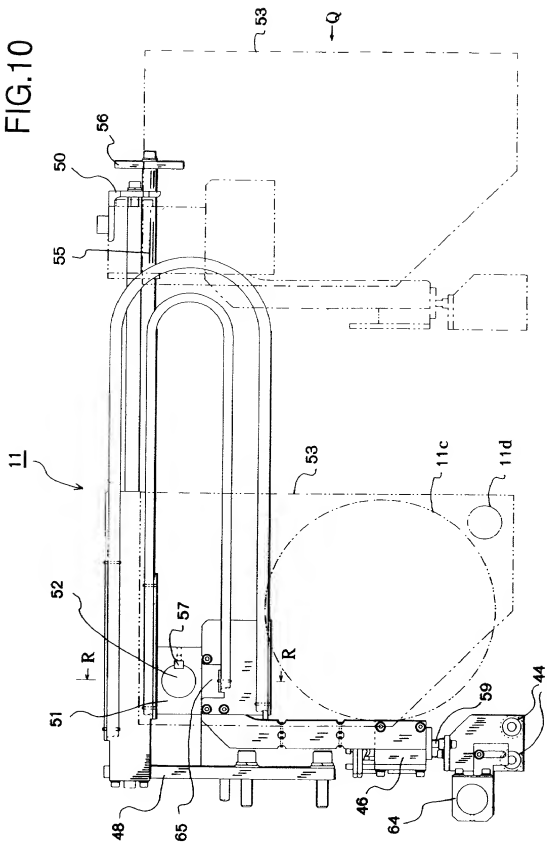


FIG. 11

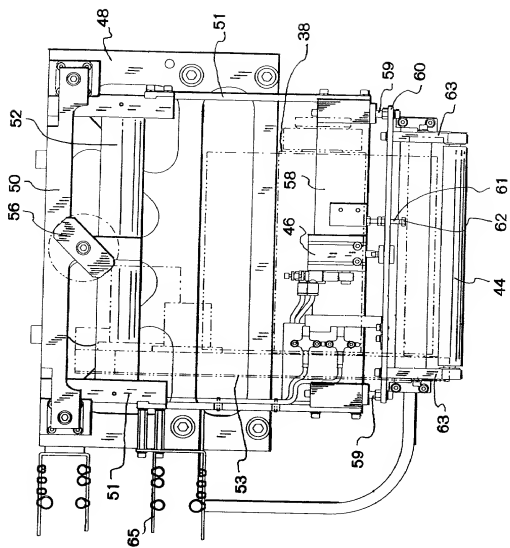


FIG. 13A

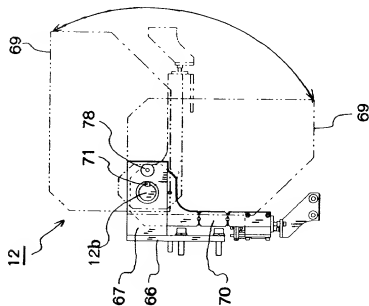


FIG. 13B

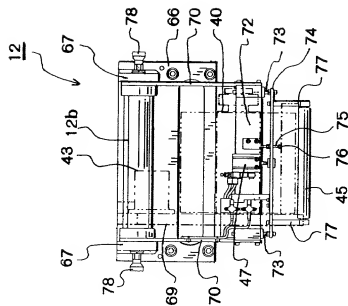


FIG.14

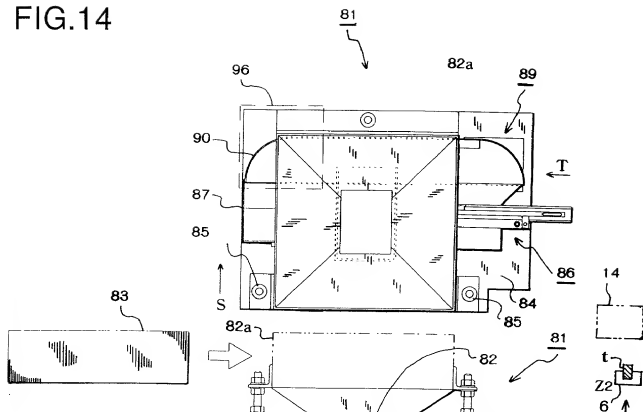


FIG.15

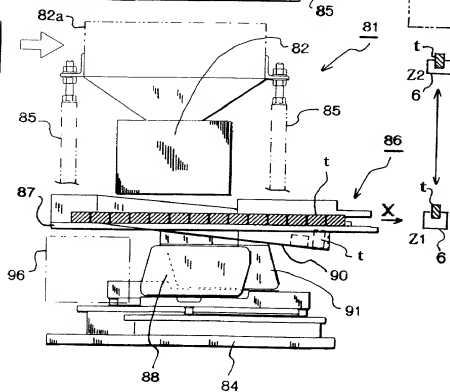
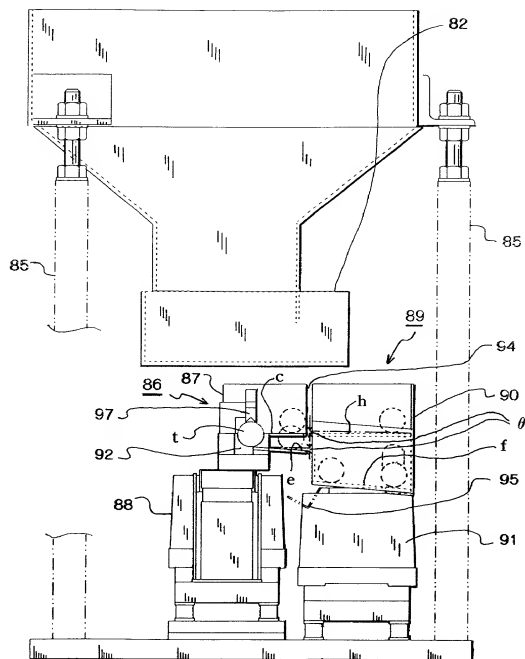


FIG.16



1. The first step is to identify the problem. In this case, the problem is that the user is unable to access the internet.

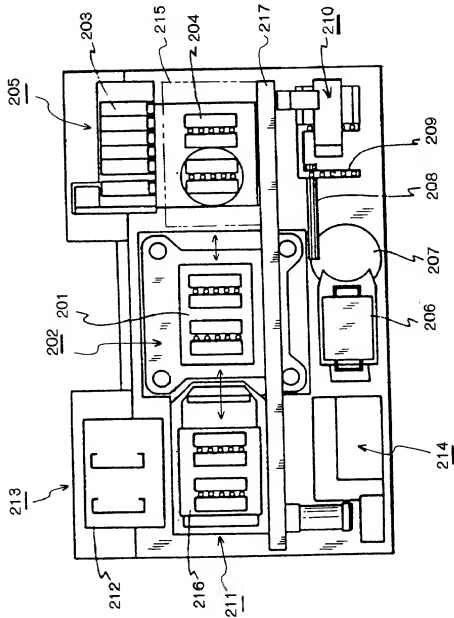


1. The first step is to identify the problem. In this case, the problem is that the system is not working properly.



1. The first step is to identify the problem. In this case, the problem is that the system is not working properly.





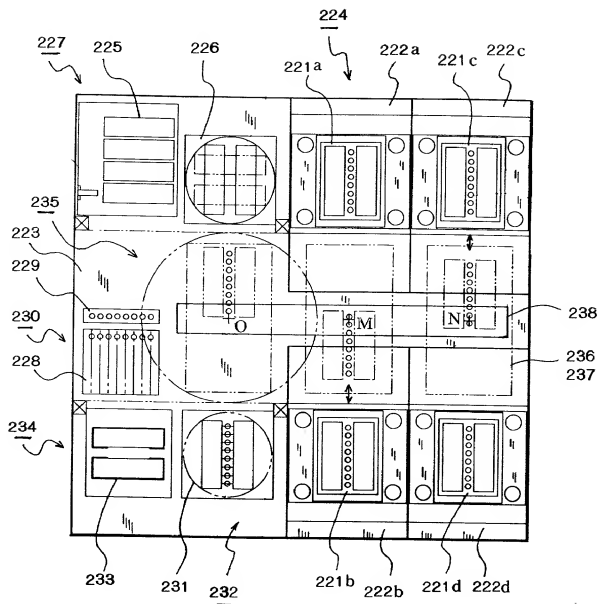
[illegible]

FIG.22
PRIOR ART

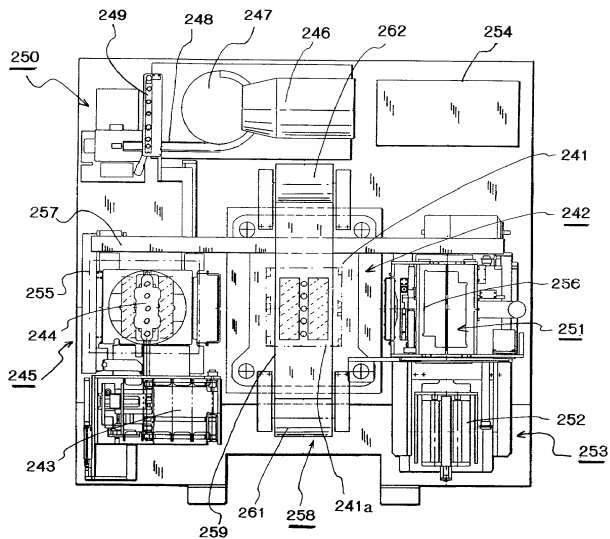


FIG.23
PRIOR ART

